A WALK THROUGH DELL EMC DEMO CENTER
(THE DEFINITIVE GUIDE)

Version 3.3, January 28, 2019
by Porus Homi Havewala, Dell EMC Demo Center

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DOCUMENT CONTROL

*This document is a living document and is dynamically updated, so always look for the latest version on Demo Center.*

*Thanks to all the Demo Center people for their help and input.*

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<th>Latest Version</th>
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ABOUT THE DELL EMC DEMO CENTER

Dell EMC Demo Center is our new, one-stop-shop for demos, at https://democenter.dell.com.

Here are the high level advantages:

- It is a single-source portal for all demo offerings
- It is based on a multi-cloud, high availability platform
- It provides simple searches and filtering
- It includes a Lab status checker to detect bad sessions
- The new base engine is the modern VMware Learning Platform (VLP)
- It provides improved console connectivity and options
- It provides a visible event calendar and the demo center roadmap
- It makes language translations possible: Localization in 7 languages now available in Demo Center (main navigation/function pages), also available on VLP lab menus, and select lab guides. In this screenshot we can see that selecting the German flag at the bottom of the Demo Center page has changed the on-screen messages to German. The available languages are Chinese/French/German/Japanese/Korean/Portuguese/Spanish/English.

The Demo center is primarily for Sales/Presales purposes, to demonstrate Dell EMC technology to customers, and for enablement of Sales, Presales and Channel Partners. It is not meant for testing, trouble-shooting or development purposes or to reproduce customer issues. If there is any need for that, you may be able to contact the Customer Solution Centers (see the details in the related section at the end of this document).

So, let’s get started with the *New* Demo Center.

REGISTERING FOR DELL EMC DEMO CENTER

If you have already registered with the Demo Center and have access, you can skip this section and move to the next section Initial Looks at the Demo Center: the Landing Page.

All Dell EMC employees and Gold tier and above Channel Partners are currently authorized to access the Dell EMC Demo Center.
Customers are not granted access, but Dell EMC employees can share demo links with customers as noted in the Sharing the Demo with your Customer section later on in this manual.

To register, navigate to the Demo Center at https://democenter.dell.com using your favorite browser, and select the “Employee Login” or “Partner Login” depending on whether you are an employee or a Channel Partner.

You will be prompted to sign in.

- As an employee, if you are on a Dell CORP network, you will be signed in via SSO if you use Chrome (recommended) or Internet Explorer as your web browser. If you use Firefox, it will not automatically log you in but still prompt you for login to the network as explained below.

- If you are not on a Dell CORP network, you will be prompted to enter a username and password. Note: Legacy EMC employees should use their EMC email address as username. The password is your IT (network) password.

- VMware Employees should register as Channel Partners.

Channel Partners will need to set up an account on the Dell EMC Partner Portal via https://www.dellmc.com/partner/en-us/partner/partner-application.htm. Please use your partner company email address and not a personal email address (such as from Gmail or Hotmail or some other internet email provider). Only partner company email addresses will be approved.

Once the Partner portal application is approved, the next step is to complete the Demo Center registration form using the same email address, and submit. In the Demo Center registration form, RSA Partners should enter the Dell Point of Contact in the registration form as "RSA Partner".
Employees and Gold+ tier Channel Partners are instantly approved and can immediately login. If you are a Channel Partner and the system cannot automatically detect your status, you are placed in an approval queue which is manually actioned by the Demo Center team within 3 business days.

If you are an employee and cannot connect, or if you are a partner and have not received any approval or decline notification, please send an email to support@democenter.dell.com to resolve the issue.

SUPPORTED BROWSERS, ENVIRONMENTS AND INTERNET BANDWIDTH REQUIREMENTS

All modern desktop browsers are supported, however Chrome is recommended, and Internet Explorer if used should be version 10 or above.

Browser settings should accept cookies, run JavaScript and allow web sockets.

For single Labs:

You could use wireless or cabled connections to the internet, and you could be on the Dell EMC VPN (for employees) or outside the VPN (in general, this will be faster). However, we do not recommend using the Dell Guest Wi-Fi, due to performance issues.

For Events:

In the case of Events (set up explained in a later section), where multiple labs are deployed by a number of attendees, we do not recommend the use of Wi-Fi for internet connectivity. For stability and performance reasons, we recommend a hardwired network with cabled connections to the internet.

- If your Event Venue (for e.g. a hotel) is outside the Dell EMC offices, please speak with the Venue technicians to arrange cabled connections. However, If cabled connections are not possible and wireless is the only possibility, at a minimum ask for the following:

  o Request a separate WiFi network with dedicated (a special password supplied) bandwidth, so that the event users do not have to compete with other hotel guests for WiFi access.

  o Request appropriate bandwidth for the wireless network, counting at least 500Kb/s per concurrent user as the bare minimum (this is the recommended bandwidth from the VLP platform). For faster access, request 1Mb/s per concurrent user as follows:

    ▪ For normal events, for 10 concurrent users, request at least 10Mb/s as the bandwidth. In the case of forums and TRS events, request bandwidth as per the concurrent users at any point of time. For example, a TRS event with 90 concurrent users should have 100Mb/s bandwidth for its dedicated wireless network.
Also importantly, request multiple network Access points (APs) of commercial quality, capable of handling multiple concurrent connections, for example there are APs that can handle up to 512 concurrent users and up to 600Mb/s if the end device has the capability.

- If your Event Venue is in the Dell EMC office, we recommend that you test out the main event registration link in advance to see if there is connectivity to the Demo Center from the Guest WiFi, if you intend to use that.
  
  - You will get a banner saying that the event has not started, that is ok.
  
  - If you get any other message, such as unable to connect to the site, it may mean you cannot use the Dell Guest WiFi. (Basically Dell Security at some offices will not allow the Dell Guest WiFi to connect to the demo center due to a network bridging security risk).

  As such, if the event is at a Dell office you will need to use 4G (phone, dongle or router) or another WiFi network to get to the demo center, or possibly move to a Hotel venue.

RUN AN AUTOMATED COMPATIBILITY AND SPEED CHECK FOR THE VLP PLATFORM

The Dell EMC Demo Center uses the VMware Learning Platform (VLP) as its base engine.

For both single Labs and Events, we recommend that you run this comprehensive, automated compatibility and speed check for VLP from your browser:

http://vlp.dell.com/democenter/compatibility/

The test checks the client/browser compatibility as well as the network checks for speed and connectivity. This will help in pinpointing connectivity issues.

In the case of events, we recommend that the compatibility and speed test is run from the event site as soon as possible. Please do this before confirming the venue. If the event site is a Dell EMC office and the lab attendees are not Dell EMC employees, in that case please access the above test link via the Guest WiFi. Do not use the standard WiFi for Dell EMC Employees for the test, since that WiFi cannot be used by the attendees who are not employees. This is so that you can get an authentic idea of the speed as the attendees will experience.

An example test result can be seen in the screenshot on the next page.

As a general guide, Cloud Latency at approx. 300-400ms will provide good response times to the labs. 600ms will be laggy but usable, and beyond that quickly becomes unworkable. If the Cloud Latency is 800ms or more, the experience may not be pleasant.
Results are somewhat complex to interpret when running labs for an event. The test is single threaded and at a point in time so not assured to scale or be the same when you have an event. Be prepared that you may need to reduce the number of concurrent users, you can do this by getting people to team up.

The recommended bandwidth from VLP is 500 Kb/s per client. So the “Core speed” seen in the test should be 500 Kb/s to 1Mb/s per user. If you have a 10Mb/s link to the internet and 10 users are sharing this link, then it should be ok. If you have a 4Mb/s link with 10 users, obviously this would not be enough. Also note that as bandwidth is used up with multiple users, latency will also be impacted.

The results from the test will appear as in the following screenshot.

![Test Your Browser Compatibility](image_url)
INITIAL LOOKS AT THE DEMO CENTER: THE LANDING PAGE

Upon login, the first thing you will see is the Self-Service Catalog, which includes a comprehensive portfolio of Dell EMC product and solution demos that you can deploy at any time. (Note that at this point of time, partners cannot see the Videos section).

You will notice that “All Categories” is selected by default, and you can see the total number of demos (you may see a different number, since demos are created and retired every now and then). The demos are ordered by their Lab Code number.

You can select a sub-set of technology, such as “Networking” for example, and you will see the labs pertaining to Networking. We can see there are a few Networking labs at this point of time.
You can also search by a keyword. Select “All Categories” again, and as an example, type in “vxrail” in the search box and click on “Find It”. This brings up the VxRail demos currently offered by the catalog. (VxRail demos are very popular at this point of time.)
Remove the search keyword to get back the full list of Labs.

Initially, your landing page slider is on Hands-On Labs. You can now click on Interactive Demos:

There are a few Interactive Demos at this point of time. These are simply clickthroughs where you walk through a series of screens just by clicking a mouse. These are excellent for sales personnel.

LET’S TRY OUT A LAB

Time for us to quickly try out a lab. Move back to Hands-on Labs, and as an example, type in “Isilon” in the search box, and click on “Find it”.
In the catalog list that appears, we see the labs with the keyword “isilon”.

We notice the lab “HOL-0503-01 ISILON GETTING STARTED”. Let’s see more information about this lab by clicking on the “More Info” button.

A window appears at the side of the screen, giving more information about the lab.
You can read the information provided, and look at the network diagram, or even the full Demo Guide. You can also download the Lab Guide as a PDF document from here.

If you like what you see, you can deploy from this window itself. Let’s do that.

When you click on Deploy, a window appears as follows:

If the session is for a Sales Opportunity, select Existing, and enter a valid SFDC (Salesforce) Deal ID in the provided field. This is a numeric field. If you select New Lead, you will have to enter the Customer Name.

You will be given 3 days for your demo session by default. You cannot type in any figure greater than 3 in the Days field. If you select a practice session instead, you will be given a session of an initial 4 hours
as seen below. You can increase the 4 hours to 8 hours using the up arrow that appears inside the field, or by typing 8, however you cannot type in any figure greater than 8 in the Hours field. Also, practice sessions cannot be extended once they are started (non-practice sessions can be extended as we will see later). Note that the Deploy button acts differently on some labs which are knowns as hardware labs, seen in this section later in this document.

Select New Lead, type in your Customer Name, and keep the duration at 3 days.

Click on Submit. The command to deploy is sent to the VMware Learning platform (VLP) at this point. The following screen now appears.
Note that it may take up to 2 minutes for the reservation to appear, and you may need to refresh the page if you don’t see it right away.

This is the My Demos tab, which you can also select from the landing page by clicking on “My Demos”. This tab shows you the demos you have deployed.

Right now, you can see your demo, the start time and end time (3 days), and a green “Connect” button. This means the demo is ready for you to connect to.

Clicking on the Actions menu shows the following options:

We will talk about the Share and Extend options later. Right now, click on Connect in the main My Demos Window. This now connects to the VLP platform and starts your hands-on lab.
The start lab time is normally fast but can vary. Normally, the labs are pre-populated, but there may be situations where the pre-populated instances have been used up, so the labs may take some time to start, depending on the complexity of the lab – the number of virtual machines, the total memory and the total storage size.

As an example, we have labs that may require 164 GB RAM, and use 1.4 TB Storage just for a single lab. This may take up to 40 minutes to start.

MOVING AROUND INSIDE A LAB

When the lab is started and ready, this is what you can see:
Note the green-colored message “Your lab is ready”. This is the result of some pre-check scripts that are run automatically to test various internal components of the lab. Labs are complex virtual applications consisting of many virtual machines, and the script checks to make sure the machines are up, network connectivity exists within the virtual application, and so on.

If a Please Wait (Red) message is seen, it means the session is still coming online. Rarely, if some of the components do not pass the test, a Failed (red) message will appear. In this case it is best to end the lab and redeploy the lab again. If the issue persists, please contact support@democenter.dell.com to have the issue with the lab escalated.

There are two main panels you can see on the screen – the Console, and the Manual. The console is where the actual virtual lab runs. The manual is the instruction set of the lab. We strongly encourage following the lab along with the manual, since the latter parts of the lab are dependent upon the earlier steps in the manual.

For example, you may not be able to login to Avamar in the second part of the Avamar lab, if you have missed the part about starting Avamar in the first few chapters of the manual. So it is very important to follow the manual.

You can scroll through the manual easily, via the blue arrows on either side of the manual, or you can click on one of the page numbers displayed, to jump directly to that page.

You can click on the X option to close the Manual Panel. This gives you more space as seen below. You can then expand your console panel by clicking on Maximise.
This is the Maximised mode. Click on X at the corner to exit Maximised.

Or, you can drag the corners of the console to occupy more space.
If you select the “Toggle Full Screen” icon as shown in the screenshot, and then Maximize, you occupy the full screen of your terminal as seen below:
Remember, the Manual panel is only a click away, you can bring it back any time or hide it again by clicking on the Manual panel icon at the side:

COPYING TEXT INTO THE CONSOLE – CAN WE COPY OUT?

You can use “Send Text” to send text to the console. For example, here we have opened a blank note in notepad, and then used Send Text to send “Hello World” into the notepad:

Note that you can use this method to copy text into the console, but you cannot copy out of the console, nor can you transfer files in and out of the console. This is by design.
MOVING PANELS AROUND

We notice here that part of the console is hidden by the console panel label. Let’s move this.

Click on the Console panel label, and then select “Dock to Right side”.

This now brings both labels to the right side:

The Console Panel actually shows a list of virtual machines attached to the lab, and you can click on any one to bring it forward as required by the lab notes.

Note that when you switch, if you find the consoles have been resized to a smaller size as we see below, simply click on “Exit maximized” and then click on Maximize again.
Click on Manual again to bring it forward:

This has now cleared up the left side of the screen.

NON-ANSI KEYBOARD LAYOUTS AND YOUR PASSWORDS IN LABS

Just in case you are using a non-ANSI keyboard, as in the EMEA region or some countries in the APJ region, you may have an issue with passwords. For example, the ‘!’ in passwords may not work.
To fix this, open the settings menu inside your demo by clicking on the * button at the top. Select "Fix non-ANSI US keyboard layouts" as seen below. After this, your passwords should work fine.

WHAT ARE THE BUTTONS AT THE TOP OF THE SCREEN?

Let’s take a look at the buttons at the top of the screen. We have seen the “Send Text” button in action in one of the previous sections.

Next to that button, we have the Ctrl-Alt-Del button which sends those essential keystrokes to the virtual machine. This is needed at times to log into a machine.

The Notes button will display any notes which are assigned to the virtual machine.

The Power Down and Power Reset buttons also act on the Virtual Machine. So if there is an unresponsive machine in the Consoles list which you cannot connect to, it can be rebooted in this way.

If you click on the Exit button at the top corner, you get this popup:

If you exit the lab, the virtual machines are still preserved, but the countdown to the lab end time continues. You can then move to the My Demos tab in the Dell Demo Center, and you will be able to locate the demo as seen in the screen below.
You can then click on Connect to enter the demo again, at the same point that you had exited.

SHARING THE DEMO WITH YOUR CUSTOMER

You are happy with the lab. You now decide to share this session with your customer, who doesn’t have access to the Demo Center (since customers are not granted direct access).

Move back to the Demo Center, and select My Demos.

You see your active demo. If you select the three dots at the side, you can see an option to “Cancel” the booking, or “Share”, or “Extend (2 available)”. If you select share, a small window pops up:
You can now copy the link, and send it to your customer, and they can use the demo for the time you have allocated.

The customer may want the PDF version of the lab guide. Since the customer does not have access to Demo Center, how can he/she download the guide? And you cannot email it to them if their email server does not accept messages above 5 MB in size (most of our lab guide PDFs are larger than that).

The solution is easy. You can send them the direct link to the PDF. You can get this link from the address bar when you open the PDF guide from the “More Info” option on the demo.

As an example, let us look at the following Avamar 7.5 demo:

When you click on “More Info”, the demo description is displayed as seen below.
Click on the Demo Guide button. This opens the PDF document and shows the actual URL address of the document in the browser.

The URL shown is https://d1zuce8ui0lf1f.cloudfront.net/hol-0403-01-avamar751_pdf_en.pdf where the initial portion is an AWS Cloudfront address “https://d1zuce8ui0lf1f.cloudfront.net”. Cloudfront is used for speed of access to documents, depending on the location of the user.
Simply replace this with “http://docs.democenter.dell.com/” to get the following link that you can send to the customer: http://docs.democenter.dell.com/hol-0403-01-avamar751_pdf_en.pdf

One important note. For support issues with the customer, we ask that you act as first level support and any escalations come from you rather than directly by the customer if needed. To escalate to demo center support, follow the instructions in this section.

EXTENDING YOUR LAB

If your lab is a non-practice session, you are able to extend it twice.

Under My Demos, locate your demo, and click on the three dots. Select “Extend (2 available)”. The message appears “Your Lab has been extended” as follows:

Your lab is extended for 3 days. You can repeat this to get 3 more days.

So you have 9 days in total as a maximum for non-practice labs. If sharing with a customer, do this extension of days first, before you share the demo link with the customer.

Note that if labs are being used in Events, they cannot be extended by the event attendee. We will talk more about events later on in this document.
HOW MANY LAB SESSIONS CAN I DEPLOY AT THE SAME TIME?

If you want to deploy multiple lab sessions, you can now book up to 3 sessions yourself, simply select the lab you want and hit "deploy" as many times as sessions you would want up to 3 sessions, they will show up in "My Demos" and you can then share the links with your customer.

You can select multiple labs but only 3 sessions in total across all labs.

Initially each session will be for 3 days if you provide a Customer name or Deal Id. You can then log in to the session and extend twice for 3 days yourself, or you can ask the customer to log in and hit extend twice, so it will be 9 days in total.

If you have more than 3 customers that you want to bring together in a meeting room and have them work on a demo themselves, what you need is an “Event”. Requesting an event is explained in a following section Submitting an Event Request.

Good luck for your customer engagements.

WHAT IF THE SAVE BUTTON DISAPPEARS?

Suppose you have progressed well into a lab. Inside a lab guide, the instructions may tell you to scroll down a web page to click a “Save” button, but sometimes it looks like there’s no way to scroll down to make it accessible, as the inside scroll bar doesn’t seem to work. What does you do in such a case?

There is a simple fix. Click on the bottom corner: (where the arrow is pointing to)

When you do that, the two windows appear:
Now simply click on the upper portion of the inner window. The Save button appears as seen below.

So now you can proceed with your lab.

USE AS MUCH OF THE SCREEN AS POSSIBLE - CHANGE THE DISPLAY SETTINGS

At times, you may want to use as much of the screen as possible, especially when presenting. For example, this is how one of the labs appears when deployed:
Click on the Maximize icon as seen in the screenshot above, then click on the Toggle Full screen option:

The lab has now occupied more of the screen, but you can increase this further by changing the Display settings. Right click on the screen, and select Display Settings.
Click on Advanced Display settings.

The current display is seen as 1024 x 768 for this particular lab.
Select a higher resolution. Here we have selected 1280 x 800. Note that not all resolutions may work.

Apply the selected resolution.
Keep the display changes, or if you don’t like what you see, click on Revert.

Having kept the changes, we find more of the screen is occupied by the lab:
You can select a higher resolution in the same way. Here we have selected 1920 x 1080.

![Advanced display settings interface]

We find much more of the screen is now occupied, but the icons and fonts are smaller as can be seen in the screenshot below:

![Screenshot of the display settings with 1920x1080 resolution]

So in this way you can select the screen resolution that suits you best.
AND DON’T FORGET TO END YOUR LAB WHEN COMPLETED, AND GIVE US FEEDBACK

You are back in the lab. You decide to end the lab (provided you have not provided the link to the customer – if you have done so, then keep the lab running).

*Important: Ending sessions you no longer need is always a good idea, to free up platform resources.*

If you click on the End button at the top corner, it shows the following popup:

![End lab confirmation popup](image)

This will end the lab, so be careful in case you click on this button by mistake.

Ending the lab by selecting “Confirm” will also bring up a survey form, which enables you to provide feedback directly to the Demo Center team and the lab creators.

![Survey form](image)
Please keep the feedback coming. Every time you end a lab you will be prompted to complete the survey. You may get a response from our local Customer Satisfaction expert, Mrs. Liv Carrig, as we continuously delve into reported issues.

In just 3 months, we've received over 2,000 survey responses containing your concerns, constructive criticism and a few accolades. This feedback is invaluable to us and we take it seriously, taking immediate action where we identify trends, issues and stumbling blocks.

In many cases we've reached out directly to help you resolve issues or understand a problem better so we can feed that information back to our engineering team. We think that diligence is critical and it shows – our NPS has increased with your help!!

Let us now end the lab and continue to look at other parts of the Demo Center.

THE DIFFERENCE WITH HARDWARE DEMOS

There are a few Hardware demos – such as HOL-0702-01 OpenManage Network Manager – and you will have a different experience when you hit Deploy on such labs. There are also different parameters (durations specifically) around hardware.

Search for and find the HOL-0702-01 OpenManage Network Manager demo. This is a hardware demo that uses a hardware pod.

When you select Deploy, the following screen appears.
Change to a week view. You can move around in the calendar that is displayed on the screen, and then double click on a free time to book the demo:

You can type in your SFDC Deal ID for an existing opportunity, or Customer name for a new lead. A practice session can also be booked, however note that support requests for customer demos are handled at a higher priority.
Note that a hardware pod can be booked for a maximum of 4 hours, since you cannot select a time greater than 4 hours from the start time in the above window. For example, the demo above starts at 11:15 AM and cannot be booked beyond 3:15 PM on that day. The default is 1 hour only.

Once you submit, it takes you to the My Demos window where your booking is seen as a scheduled request for that day.

You can click on the three dots to reassign to another user, or to cancel.
SUBMITTING AN EVENT REQUEST

Demo Center makes it very easy to request Hands-on Lab Event Support for internal training, Channel Partner enablement, Test Drives for customers or partners, or Marketing events for customers.

However, note that Demo Center events are **not** to be used for Customer technical training. Please advise customers to use official training courses at [https://education.emc.com](https://education.emc.com) instead.

To make an Event request, we need to click on the Events tab in Demo center. This brings up the following window.
Event Support guidelines can be seen on this page. They are reproduced below for your reference:

Dell EMC Demo center: Event Support Guidelines

Due to the large volume of event support anticipated with the combined portfolio going forward, the following updated guidelines have been established.

- 1) Events are accepted on a first come, first served basis as space allows with Customer Events having the priority.
- 2) A minimum 2 week advance notice is required for small events, more is recommended. The events team strongly recommends submitting event requests and gaining commitment before booking the venue, planning travel or making customer commitments.
- 3) 4 week advance notice is required for large events, defined as meeting any of the following minimums:
  - Requiring 5 or more unique titles
  - Requiring 50 or more total sessions
  - Exceeding 3 days’ duration
  - Excessively large labs (i.e. >100 GB RAM)
- 4) Always check the events calendar (below) before booking or requesting event support. Events requested on “Closed” days will be rejected. Closed days indicate the platform is already at or exceeds recommended capacity, so we will have little to no room to take on additional requests. Exceeding recommended capacity puts your event plus others and production utilization (including customer demos) at real risk for performance issues.
- 5) All official Test Drive Program events must be submitted through and modified by Firefly. Thank you for your cooperation.

Best practices for Event Proctors

- Plan ahead to request only what you need, when you need it. If you have a training event running for a week, plan to do hands-on portions on a single day for example, or use different labs on different days so capacity isn’t tied up unnecessarily and we can stagger utilization. We understand some training requires students to build upon previous day’s learnings thus sessions may be needed for an extended period of time, but this should be the exception rather than the rule.
- We are happy to work with you to help plan the format of the Hands-on labs for your event if you have questions or are new to event planning with Dell EMC Hands-on Labs. Just note in the comments of your event request form that you would like to meet to discuss and we can set it up.
- Students in training find great value in teaming with their peers, consider doubling up (two students per lab) to reduce your footprint. We find this to be a win-win!
- Event cancellations - please notify us of any events cancellations as soon as possible or minimum of 48 hours prior to the event
- For stability and performance reasons, we recommend cabled connections to the internet. For Non-Dell EMC offices, please speak with the Venue technicians to arrange cabled connections. If cabled connections are not possible, ask for your own wireless access point so that the event users are not competing with other guests for Wi-Fi access. For Dell EMC locations, Legacy Dell Guest Wifi shouldn’t be used.
- Chrome is recommended, but all modern web browsers are supported.
For supported browsers and network bandwidth requirements for events, refer to this earlier section. The automated compatibility and speed test explained in this section is also recommended.

**Requesting an Event**

Let’s request an event to see for ourselves. Click on the large “Request Event Support” on this page:

We have filled in the request as follows:

![Event Request Form](image-url)

- **Event Title**: VMware Demo - "Food For Education" IT Department
- **Location**: Converged Infrastructure
- **Customer/Partner Name**: Charity Ghara
- **Contact Person (Private)**: Marketing (Customer Handbook User)
- **Event Type**: "Food For Education" IT Department
- **Event Description**: "Food For Education" IT Department
- **Event Start Date**: 31 Jan 2019 08:00
- **Event End Date**: 31 Jan 2019 18:00
- **City**: New York City
- **State/Region**: United States
- **Country**: United States
- **Time Zone**: (UTC-05:00) Eastern Time (US & Canada)
- **Customer/Partner Name**: Charity Ghara
- **Contact Person (Private)**: Marketing (Customer Handbook User)
- **Event Type**: "Food For Education" IT Department
- **Event Description**: "Food For Education" IT Department
This is of course a dummy request. After you fill in a similar request, you can submit it.

The request will be looked at by the Demo Center team and approved as per worldwide capacity, and instructions to connect to the event will be provided to you via email.

POWER IN YOUR HANDS: ADD TO THE DEMO CENTER ROADMAP

By design, the Demo Center Roadmap is only for Dell EMC employees.

What if you, as a Dell EMC employee, want some functionality that you cannot find in any existing lab? Well, you can definitely make the suggestion. We believe in putting the power in your hands.

Note that the Roadmap is only for builds for general usage and not specific engagements. The Demo Center team will evaluate requests for fit, feasibility and demand. For custom requests, you should contact the CSC team as explained in a following section.

Click on the “RoadMap” tab in Demo Center (this tab will be visible only to Dell EMC Employees). The following screen is displayed.
On this screen you can request for the creation of new Labs, or Lab upgrades for the enhancement of existing Labs.

Once the Lab solution architects receive the request, they will evaluate the request and may request additional information. If the request is approved, it will be added to the roadmap on this page. This shows the progress of each request in the immediate and following quarters, as Planned (red), In Progress (green) and Released (blue).

Please note that when a new lab request is approved, it can take 6 – 8 weeks to be released.

GETTING SUPPORT FROM THE DEMO CENTER TEAM (HERE TO HELP)

How do you get support from our Demo Center Team? There are multiple ways.

Scroll to the bottom of the Demo Center page. We have three buttons:

![Support, FAQ, Dell CSC buttons]

Click on the Support button. This allows you to start a conversation with Demo Center Support:
When you click on “New conversation”, the following popup opens up.

You can type in your message and hit send, which will open an issue with the Demo Center Support team. Note that multiple lines appear as you keep typing.

The Support team normally responds to your message in a few hours. If you have kept your conversation window open, you will be able to respond to any responses/questions from the team directly in the window. You do not need to keep the window open, and in that case it will send you an email with the response. You can reply to the email to continue the conversation.

If you prefer to use email instead of typing your question in this window, then simply send an email with your question to support@democenter.dell.com and you will get a response within a few hours (during standard business hours).

One thing to note: if you are sending screenshot images via Microsoft Outlook to the support email address, please send the email in plain text format otherwise we are not able to view the images you send.

THE FAQ BUTTON

If you click on the FAQ button at the bottom of the Demo Center Page, you will be redirected to https://intercom.help/demo-center where there are help articles as seen below. You can take a look and read those articles.
YOUR NEXT STEPS: OUR CUSTOMER SOLUTION CENTERS

What are your next steps? If you would like further support for delivering demos and POCs to your customers, please reach out to our Customer Solution Centers.

Click on the Dell CSC button at the bottom of the Demo Center page, to be redirected to the Customer Solution Centers page [http://www.dell.com/customersolutioncenter](http://www.dell.com/customersolutioncenter) on the public internet.

For Dell EMC Sales and Presales, the internal page [https://inside.dell.com/community/active/presales_channel/customer-solution-centers/](https://inside.dell.com/community/active/presales_channel/customer-solution-centers/) provides more details of the CSCs and their physical location. There are more than 20 locations and they can provide remote support globally. You can also understand the type of engagements from this page. Further internal Details on how to engage a center are provided on [https://inside.dell.com/docs/DOC-251550](https://inside.dell.com/docs/DOC-251550)
Channel Partners are encouraged to work with their Channel Account Manager to submit a request to the Customer Solution Centers.

CONCLUSION

We hope you have enjoyed this tour of the Dell EMC Demo Center. Please contact us on support@democenter.dell.com if there are any further questions or if any clarification is required.

Enjoy your use of the Demo Center, and we wish you success in Selling!! All the Best.